

Health Commerce System (HCS) Account Guide For Health Provider Network (HPN) Access Frequently Asked Questions (Post-secondary Institutions)

If I am having difficulty activating my HCS account (previously known as HPN account) or need a new password, who do I contact for assistance?

- Call Commerce Accounts Management Unit (CAMU) at 866-529-1890.

How does our Post-secondary Institution obtain an HCS account?

1. Designate a Director and an HCS Coordinator. The Director is the president or an administrator who has authority to approve participation in the HCS. The HCS Coordinator can be whoever the post-secondary institution designates.
2. Send an email to osas@health.state.ny.us requesting an HCS account and we will e-mail you the *Information Needed to Request an HCS Account* form.
3. Complete the Information Needed to Request an HCS Account Form and either FAX it to 518-486-2249, or e-mail it to osas@health.state.ny.us.
4. The president/administrator will then receive the HCS Document 1 with the Schedule 2.A signature page for “Directors” by e-mail that he/she must print out and sign in the presence of a notary.
5. The HCS Coordinator will receive an HCS Document 1 with the Schedule 2.B signature page by e-mail that he/she must print out and sign in the presence of a notary.
 - ❖ The president/administrator must also sign this document on line six where it says “Director,” but his/her signature does not have to be notarized.

Please mail both documents with original signatures in the same envelope to:

New York State Department of Health
Commerce Accounts Management Unit (CAMU) Supervisors
800 North Pearl Street, Room 214
Albany, NY 12204-1899

6. HCS accounts will be created for the president/administrator and the HCS Coordinator. Each will be sent a letter containing the information needed to activate their accounts.
7. Please keep a copy of the notarized document; you will need the temporary access word on it to activate your HCS account.

Do post-secondary institutions need to designate an IT Security Coordinator?

- Post-secondary Institutions only need to designate a Director and an HCS Coordinator.

Can I use the same HCS account to access New York State Immunization Information System (NYSIIS)?

- Yes, NYSIIS is housed on the HCS. For information regarding NYSIIS webinar training, call 518-473-4437.

Is training available for HCS Coordinators?

- HCS Coordinator training is available via webinar. Webinar training combines a conference call with a central web site where participants log onto from any computer with Internet access. The web address to register for training is <https://nyvbcc.webex.com/meet/cti>. Call 518-473-1809 for more information.

I am an HCS Coordinator for my institution. How do I request additional HCS user accounts for our institution?

- To obtain accounts for users at your organization use the electronic documents found on the HCS Coordinator's page <https://commerce.health.state.ny.us/hpn/help/hpncoord.html>.
 1. Log onto the Health Commerce System (HCS) at <https://commerce.health.state.ny.us/hpn>.
 2. Click **HCS Coordinator's** under Help and Training.
 3. Select **Document 2/P**.
 4. Click on **Request an account for a user, (Document 2)**.
 5. Click **Continue**.
 6. Enter name of user and click on **Continue**.
 7. Fill in the telephone number, FAX number, email address, and month and day of birth, then click on **Continue**.
 8. Review the information to make sure it's accurate, then click on **CREATE DOC 2**.
 9. Print a copy of the document.
 10. The HCS Coordinator needs to sign on line 7 of the document.
 11. The user signs on line 8 of the document.
 12. The notary completes lines 9 and 10 and stamps the document.
 13. Make a copy of the notarized document for the user; he/she will need the temporary access word on the form to activate his/her account.
 14. Make a copy for your records.
 15. Mail the notarized copy with original signatures to the address provided on the document.

If you have any further questions about the account request process or the HCS in general, please call CAMU at 866-529-1890.

What should our institution do if the president/administrator and HCS Coordinator have faxed back the Information Needed to Request an HCS Account Form, but we have not yet received their HCS accounts?

Consider the Following:

1. Were the signature pages of Document 1 Schedules 2.A (emailed to the president/administrator) and 2.B (emailed to the HCS Coordinator) signed and notarized and mailed to CAMU, 800 North Pearl Street, Albany, NY 12204-1899?
2. Did the president/administrator sign on line 6 of the Document 1 Schedule 2.B signature page where it says “Director”? If the president/administrator did not sign on line 6 before you mailed the Document 1 Schedule 2.B signature page to the CAMU address, then your paperwork will be rejected and you will need re-do it. Call 518-474-1944 to request that the documents be re-emailed.
3. Did you mail both signature pages back together? The Document 1 Schedule 2.A signature page needs to be processed before the Document 1 Schedule 2.B signature page, so if the Schedule 2.B signature page is received prior to the Schedule 2.A signature page, CAMU is not be able to process it and will hold it until the Schedule 2.A signature page is received.
4. If the Document 1 Schedules 2.A and 2.B signature pages were not received by the president/administrator and HCS Coordinator, then it may mean that your institution has spam filters or security safeguards preventing you from receiving the emailed documents. Please allow 7 business days from the date you faxed the Information Needed to Request an HCS Account Form for receipt of the emailed documents. Please send an email to osas@health.state.ny.us or call us at 518-474-1944. If your school has a spam filter or security safeguards, you may need to contact your technical staff.

If I am no longer able to log onto the HCS with my user ID and password, who should I contact?

- Call CAMU at 866-529-1890 for issues regarding account activation and passwords.

What do I need to activate my HCS account?

- You will need the PIN (from the letter you received indicating that your HCS account application was accepted) and the temporary access word (from the Document 1 Schedule 2.A or Schedule 2.B signature pages or the User Document 2 Schedule 2.A signature page you had notarized).

Do I need to retain the original PIN that I received in the letter with the instructions to activate my HCS account?

- Yes, the original PIN that you receive is used for identity verification purposes.

Are HCS accounts active indefinitely?

- As long as a user accesses the HCS and keeps updating his/her password, the account remains active. When an account becomes inactive, the user needs to call CAMU at 866-529-1890, to reactivate the account. The PIN that the user was given when the account was created will be needed to verify his/her identification. If the user does not have his/her PIN, call CAMU at 866-529-1890.

What role needs to be assigned for access to the online immunization survey?

- The HCS Coordinator needs to assign himself/herself or a designated staff member who has an HCS account to the role of Post-secondary Data Reporter.

How does an HCS Coordinator assign a role?

- To Assign a Role:
 1. Log onto the HCS.
 2. Click **Communications Directory** in the blue bar along the top of the page.
 3. Click **Coordinator's Update Tool**.
 4. **Choose the institution** you wish to update with a school nurse role or school data reporter role, and click **Select**.
 5. Click **Manage Role Assignments**.
 6. Click **Modify** next to the role for which you want to assign an individual.
 7. A list will be displayed of the individuals affiliated with your school district/school who have HCS accounts.
 8. Check the box next to each individual you want to assign to the role of **Post-secondary Data Reporter** and click **Add Role Assignment**.
 9. If the individual you want to assign to the role is not on the list, use the search box to find them in the directory. Once the list of names is displayed, highlight the name of the person you would like to add to the role and click on **Add Role Assignments**.
 10. If the individual you want to assign to the role does not appear in the pop up list, then he/she has not been issued a HCS account and needs to submit the paperwork to receive one.
 11. For a self-paced tutorial regarding assigning roles, click on the **HPN Training link** under **Help/Training** on the left side of the HPN home page.

If you need assistance assigning a role, please call Informatics at 518-473-1809.